City of Quincy ePay Services

The City of Quincy now offers ePay services for Utility accounts! Whether you want to make a one-time payment, or create a user ID to manage your account, using the City of Quincy ePay Services is quick and easy!

Important Information
1. The web address for the City of Quincy ePay Center is www.quincyil.gov/epay. The City of Quincy's ePay Center is also accessible from any page on the City's website by selecting "Pay My Bill" in the page footer.
2. There is no fee to pay your utility bill online via the City of Quincy's Utility Billing ePay.
3. Customers must have their account number available to make a payment with the City of Quincy's Utility Billing ePay. Customers wishing to create an online account must have their most current utility bill available. Anyone needing assistance obtaining this information should contact Customer Service at 217-228-4580, Monday – Friday, 8:00 am – 4:30 pm.
4. Payments are securely processed by Paymentus Corporation. The City of Quincy does not store any payment information.
5. ePay help is located on our website at https://www.quincyil.gov/engage/online-payments/utility-billing-epay/customer-help-center or by contacting ePay Support at epay@quincyil.gov.

Making a One-Time Payment

1. Visit www.quincyil.gov and click the Make a Payment button located on the home page.
2. On the ePay home page, click the Utility Billing ePay menu option.
3. On the Utility Billing ePay home page, click the Access Your Account menu option.
4. A new tab/window/page will open, displaying the User Login page. To make a one-time payment without logging in, click the One Time Payment menu option. Enter your utility account number in the space provided on the One Time Payment prompt, and click Pay.
5. A new tab/window/page will open, displaying the amount due on your utility account. If you wish to pay a different amount, specify the amount in the space provided. Click Continue to proceed with making your payment.
6. A new tab/window/page will open. Please select from the available payment methods (Credit Card, Debit Card, eCheck/Bank Account) and enter your payment information. If you would like to receive confirmation of your payment, please enter your email address. Click Continue to proceed with making your payment.
7. On the Confirm Payment page, please review your payment details, and then click the blue Pay $xx.xx button to finish the payment process.

NEW USERS

Creating an ePay Account

1. Visit www.quincyil.gov and click the Make a Payment button located on the home page.
2. On the ePay home page, click the Utility Billing ePay menu option.
3. On the Utility Billing ePay home page, click the Access Your Account menu option.
4. A new tab/window/page will open, displaying the User Login page. New Users must click the New User icon located at the top of the page!
5. The Create New User page will display. All fields marked with a red * are required. At least one telephone number is required, as well as at least one system-generated security question. Complete the Create New User form and click Create New User.
6. Before logging in for the first time, users must enable their account. An email will be sent from City of Quincy ePay Services (epay@quincyil.gov) to the email address used during registration. Locate this email in your email Inbox, and click the link to Enable Your Account.
   - If you are unable to locate the email in your Inbox, please check your Spam/Junk folders. The sender name will display as **System Admin**, and the subject will display as **eMail Address Verification**.
   - **Users will not be able to login until after they have enabled their account!**
7. Once you have enabled your account, login and proceed to the section titled **Adding Your Utility Account.**

RETURNING USERS

Accessing and Managing Your ePay Account

1. Visit www.quincyil.gov and click the Make a Payment button located on the home page.
2. On the ePay home page, click the Utility Billing ePay menu option.
3. On the Utility Billing ePay home page, click the Access Your Account menu option.
4. A new tab/window/page will open, displaying the User Login page. Enter your email address and password, and click Logon.

Adding Your Utility Account
1. After logging in, click the Utility Accounts menu option.
2. The Utility Accounts page will display any accounts associated with your ePay Account. To add or remove utility accounts associated with your ePay Account, click the Account Maintenance menu option.
3. On the Account Maintenance page, click the Add Account link.
4. The Add Account page will display. All fields marked with a red * are required. Complete the form and click Submit.
   - These fields must be entered exactly as they appear on your **most recent utility statement**. If you do not have access to your most recent statement, please contact Customer Service at 217-228-4580, Monday – Friday, 8:00 am – 4:30 pm.

❖ Users can associate multiple utility accounts with a single ePay Account.

Managing Your Utility Account (Billing and Consumption History, Making Payments, etc)
1. After logging in, click the Utility Accounts menu option.
2. On the Utility Accounts page, all associated accounts will be displayed in table format. To work with an account, click the underlined account number for that account.
3. The Account Information page will display information about your account, including the current status of the account, any amount due, and any delinquency information. Additional information regarding the selected account is available via the following menu options:
   - To view current and previous bills, click the **Billing History** menu option.
   - To view a history of payments for this account, click the **Payment History** menu option.
   - To make a payment on the selected account, click the **Make Payments** menu option.
   - To view consumption information, click the **Consumption Report** menu option.

Setting Up and Managing Auto Pay
1. After logging in, click the Utility Accounts menu option.
2. On the Utility Accounts page, select the account to be setup for auto pay.
3. On the Account Information page, click the Auto Pay menu option.
4. The Auto Pay Info page will display. If the account is not already enrolled in auto pay, click the Enroll in Auto Pay link located on this page.
5. A new tab/window/page will open. Please select from the available payment methods (Credit Card, Debit Card, eCheck/Bank Account) and enter your payment information. Click Continue to proceed with setting up auto pay.
6. The Payment Details page will display, stating that the auto pay will be processed on the due date following your next utility bill. To confirm auto pay enrollment, click Confirm Schedule.
7. A summary page will be displayed. Click Close to exit this page and return to the Utility Billing ePay.

❖ **Auto Pay information can only be modified or disabled on accounts not currently being billed.** If your account has recently billed and you need to modify or disable your auto pay, please contact Customer Service at 217-228-4580, Monday – Friday, 8:00 am – 4:30 pm.